

**PATENTS****UNITED STATES PATENT AND TRADEMARK OFFICE**

Application:	09/944,676	Examiner:	Mosser, Kathleen M
Filed:	August 31, 2001	Art Unit:	3713
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0538115
Title:	<b>SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT</b>		

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**RENEWED PETITION TO 37 CFR §1.137(b) TO REVIVE UNINTENTIONALLY  
ABANDONED APPLICATION**

Mail Stop Petition  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

1. Applicant petitions for revival of this application. The entire delay from the due date in responding to the outstanding Office Action, dated March 17, 2006, until the filing of this petition was unintentional.

a. On July 19, 2006, the Applicant attempted to file a response via the USPTO's electronic filing system, PAIR. This followed a discussion with the Examiner by telephone dated June 28, 2006. The Applicant received an Electronic Acknowledgment Receipt which included "Amendment – After Non-Final Rejection" in the file list; therefore, Applicant believed that the response was duly filed.

b. On September 27, 2006, Examiner Mosser contacted the Applicant to inform us that the application was in a state of abandonment for failure to file a response and pointed out that PAIR did not accept the full response.

c. Immediately thereafter, Applicant filed a petition to revive for unintentional abandonment under 37 CFR 1.137(b).

d. On December 12, 2006, Applicant received a dismissal of said petition due to a non-compliant signature.

e. Immediately thereafter, Applicant submitted a renewed petition to revive for unintentional abandonment under 27 CFR 1.137(b) along with a correct copy of the amendment/response to the March 2006 Office Action.

Applicants encourage the Examiner to contact their representative, Ria Schalnat at (513) 651-6167 or [rschalnat@fbtlaw.com](mailto:rschalnat@fbtlaw.com), if questions persist or if additional matters need to be dealt with prior to allowance.

The Commissioner for Patents is hereby authorized to charge any deficiency or credit any overpayment of fees to Frost Brown Todd LLC Deposit Account No. 06-2226.

Respectfully submitted,  
**Daniel K. Burgin, et al.**

By     /Ria Farrell Schalnat/  
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